User Manual

HANDPHONE SMS

SMS text messaging for Palm™ Handhelds

SMARTCODE
SOFTWARE

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HPSMS13, MMo-000719

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1 Overview

What is SMS?

SMS stands for Short Messaging Service - a standardized protocol for exchanging electronic text messages using GSM cellular telephones. These messages may be up to 160 characters in length.

HandPHONE SMS sends messages from the Palm™ handheld via your mobile phone to an SMS message center, which dispatches them to their destination. Recipients are usually other mobile phones, but some service providers also allow you to send e-mail and faxes in addition to SMS messages. HandPHONE allows you to choose message type, but you should check with your service provider if you intend to send formats other than SMS text messages. The receiving party's mobile phone will automatically download pending SMS messages up to the memory capacity of the phone.

HandPHONE SMS lets you:

- Send and receive SMS messages up to 160 characters using your connected GSM cellular telephone
- Store messages locally and delete messages from your phone
- Write SMS messages easily
- Insert destination numbers right from your handheld's Address Book
- Read and write messages off-line and connect when it's convenient

Required equipment

To run HandPHONE SMS you will need:

- A Palm III™ or more recent handheld, or compatible machine running Palm OS® 3.0 or higher, with around 105 KB of free storage space
- A Windows or Macintosh computer with a HotSync® connection, HotSync software, and application installer software.

Installation

This section describes “manual” installation of the HandPHONE SMS application file. You may skip directly to **Chapter 2 – Getting Started** if the software is already installed on your Palm handheld.

HandPHONE SMS operates entirely on your Palm handheld. After installation, there is no interaction with your desktop computer. To install the software, you will need to connect your Palm handheld to your PC or Macintosh computer in order to run HotSync software and upload the HandPHONE SMS program file. The instructions given in this section are valid both for Windows and Macintosh systems. To install HandPHONE SMS:

1. Locate the *phonesms.prc* file. You may copy the file to your hard disk or install it directly from your distribution media.

2. Place your Palm handheld in its cradle and make sure the cable is correctly connected to your Windows or Macintosh desktop computer.

3. Use your mouse to double-click on the *phonesms.prc* file. This will start the Palm application installer program.

4. Confirm your selection. HandPHONE SMS will be copied to your Palm handheld next time you perform a HotSync operation.

5. Next, make sure the HotSync Manager application is active on your desktop computer, and press the HotSync button on the unit’s cradle to begin file transfer.

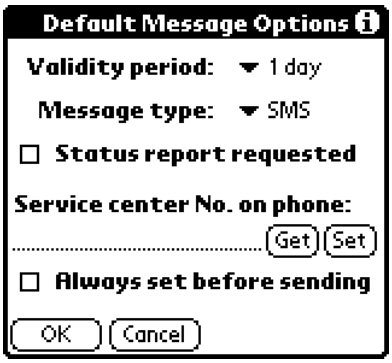
2 Getting started

Starting HandPHONE SMS

Start HandPHONE SMS by tapping on the application icon (shown here on the left) in your Palm™ handheld's Applications screen.

Basic settings

The first time you start HandPHONE SMS, you will be prompted to validate basic SMS settings as shown here:



Default values will work fine in most cases, though you may choose enter the Service Center Number at this time. You can always come back to this screen by tapping on **Options** ⇨ **Message Options** on your handheld.

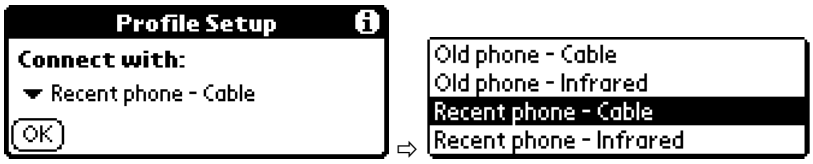
Validity period	Specifies the maximum length of time for which your message will be allowed to sit at the message center before being deleted (in case the recipient's mobile phone never picks it up).
Message type	Here you may choose between SMS, Fax, or E-mail. In most cases, you should leave this on

	the default SMS, unless your service provider explicitly supports e-mail and fax services.
Status report...	Indicates to the service center that you should receive notification on the status of your message. Status reports are sent from the message center to your mobile phone. Some phones permit the Palm handheld to check Status report
Service center...	Enter the service center (SMS-C) number given to by your network carrier. **Get** button retrieves the current SMS-C from your phone. **Set** allows you to copy an SMS-C number to your phone.

Tap **OK** or **Cancel** when you are done.

Connection types

To choose the type of connection between your Palm handheld and your GSM phone, select **Options** ⇨ **Profile Setup** and tap on the pull-down menu as shown here:



Old phone - Cable	Serial cable to “early model” cell phones
Old phone - Infrared	Infrared connection to “early model” cell phones
Recent phone - Cable	Serial cable to telephones that use SMS “Phase 2+”
Recent phone - Infrared	Infrared connection to telephones that use SMS “Phase 2+”

Tap on **OK** to confirm your choice. At this point, you may test your connection by performing any of the operations that exchange data with your phone, as described in the next sections.

3 Using SMS

Retrieving messages

As mentioned earlier, your mobile phone automatically receives messages when it is activated. You may read those messages either read directly on your phone (using its own integrated software) or using HandPHONE SMS, which offers an interface that is much easier to manipulate.

Follow these steps to retrieve messages:

1. Tap on the Menu icon (), select **Message** ⇨ **Retrieve** (or the Graffiti® stroke ↙ **R**).

2. HandPHONE SMS will connect to your mobile phone and download all currently available messages, displaying them in a list as shown here:

3. Tap on a message to view it, or perform other actions:

4. An opened message looks like this:

Note HandPHONE SMS only downloads *incoming* messages, not *outgoing* messages that you may have typed manually on your phone.

Leaving originals on the phone

By default, messages are removed from the mobile phone after they are downloaded to your handheld, but you may choose to leave them intact on the mobile phone:

1. Tap on the **Menu** icon (), select **Options** ⇨ **Phone Options**, (Graffiti stroke ↙**O**) to open the screen shown here:

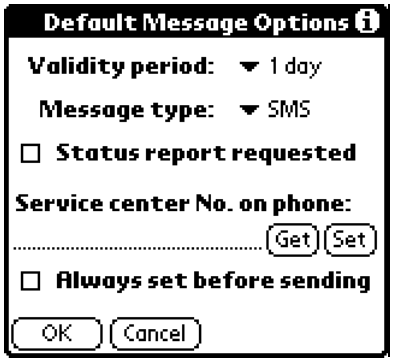
2. Use this check-box to specify whether or not to leave original SMS messages on your phone as you download them to your handheld.

Sending messages

Configuration

As mentioned in **Chapter 1 – Getting Started**, you may need to specify a few simple configuration options, described here.

1. Select **Options** ⇨ **Message Options**, (Graffiti ↙**M**) which opens the screen for configuring outgoing messages:



2. Assign message options accordingly:

Validity period	Specifies the maximum length of time for which your message will be allowed to sit at your carrier's message center before being deleted (in case the recipient's mobile phone never picks it up).
Message type	Here you may choose between SMS, Fax, or E-mail. In most cases, you should leave this on the default SMS, unless your service provider explicitly supports e-mail and fax services.
Status report...	Indicates to the service center that you should receive notification on the status of your message. Status reports are sent from the message center to your mobile phone, and are not downloaded to your Palm™ handheld.
Service center...	Enter the service center (SMS-C) telephone number given to by your network carrier. The **Get** button retrieves the current SMS-C from your phone. **Set** allows you to copy an SMS-C number to your phone.

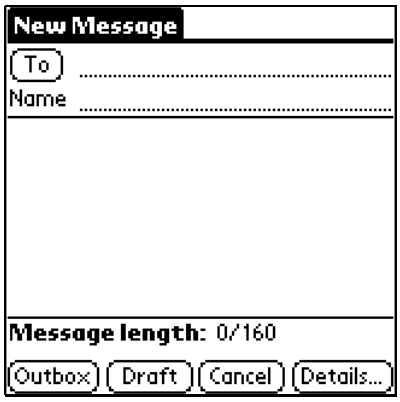
Note With some early model GSM phones it is important to enter the SMS service center number in this field, and to place a check in the box **Always set before sending**.

You may either configure these options for all subsequent messages (*before* creating any outgoing messages), or specifically for a single message (i.e. by editing message **Details** *after* you have created it).

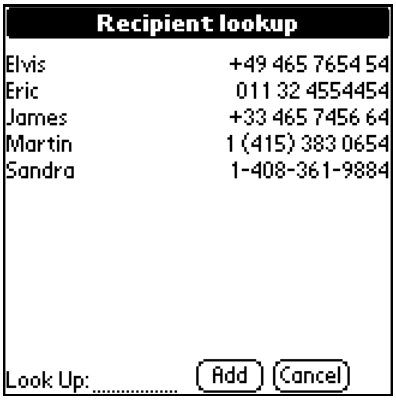
Writing and sending messages

Follow these steps to write and send messages:

1. Select **Message** ⇨ **New Message**, (Graffiti **N**) to create a message:



2. Enter a phone number directly on the **To** field, or tap on **To** to lookup the recipient's phone number in your Address Book:



3. Select a number and tap on **Add** to return to your message.

   Note: Remember that international phone calls require a "+" (plus) sign in front of the recipient's phone number.

4. The **Name** field is for your own convenience and is not sent as part of the message.

5. Enter your message in the space below **Name**. SMS messages may be up to 160 characters, and the **Message length** counter keeps track of how many characters you have written.

6. When you are done, tap on the appropriate button to place the message in either the **Outbox** (it is ready to send), the **Draft** folder (to send at a later time). You may delete this message by tapping **Cancel**, or re-set configuration options *for this message only* by tapping on **Details…** as described in the preceding section.

7. To send messages currently in your Outbox, make sure your mobile phone is turned on and properly connected, then select **Message** ⇨ **Send All** (Graffiti ✓ **S**) or **Send & Retrieve** (Graffiti ✓ **T**).

Manipulating messages

This section describes how to handle messages in HandPHONE SMS and how to use the various folders available to you – Inbox, Outbox, Draft, and Sent. Context sensitive pop-up menus present available options whenever you tap on a message in any list view.

Incoming messages

When looking at the Inbox list of received messages, you can tap on any message to open the pop-up window as shown below:

View	Opens the message so you can read it.
Reply	Creates a new message using the sender's phone number as the new destination.
Forward	Allows you to send a copy of this message to another recipient.
Delete	Removes this message from the list.

Outgoing/sent messages

When you write SMS messages, you may store them into either the Outbox or the Draft folder.

Outbox

All messages in the Outbox will be sent the next time you select **Message**, **Send All** (or **Send & Retrieve**). By tapping on a message in the Outbox you may *edit*, *move* your message to the draft box, or *delete* it.

Draft Folder

Messages in the Draft folder will not be sent, and may be re-edited at any time. When you are ready to send a message from the draft folder, you should move it to the Outbox. You may also choose to edit the message, edit a copy of the message, or delete the message entirely.

Sent folder

The Sent folder keeps copies of the messages you have sent, whether or not they were successfully transmitted to the recipient. In the Sent folder, you may highlight a message in order to view it, move it directly to the Outbox to send again, move it to the Draft folder to send at a later time, or delete it.

Note Remember to clean out the Sent folder from time to time to keep it from using memory unnecessarily.

4 Troubleshooting

Error messages

An error occurred while encoding the message.
Indicates that non-authorized characters were found in your message - usually in the message center phone number or the recipient's phone number. All invalid characters are replaced with "?".

An error occurred while saving this message to the database.
Your Palm™ handheld might be out of memory, or the database has been corrupted. If this message occurs frequently, delete the HandPHONE SMS application *and* from your backup directory in the Palm handheld desktop on your PC or Mac. Then re-install the application.

An error occurred with the GSM connection. Please make sure you are using the right Connector/Mobile Phone combination, and that they are connected.
Check your setup (**Menu Profile setup**).

An error occurred while getting storage information.
Check to make sure that your cables and adapter are firmly attached, and that the batteries are charged.

An error occurred while retrieving.
Check the connection and try again. You may also refresh the display.

An error occurred while sending.
Check the connection and try again.

An error occurred while trying to delete message.
Check the connection and try again. Refresh the display to make sure the entry is still really present.

Cannot establish connection with mobile phone.
This message indicates a cabling or infrared problem. Check all connections from your Palm handheld to your mobile phone. If you are using Infrared, make sure that it is enabled on your phone.

Cannot set the Message Center phone number on your phone.

This command is not supported by all phones, and is not always necessary.

Either your mobile phone is off or HandPHONE SMS cannot access its storage.

Check the connection.

Sorry, there is not enough free memory to perform this operation.

There is not enough memory left in your Palm handheld for HandPHONE SMS to function. Try deleting unused applications or cleaning out HandPHONE SMS message folders.

The text contained in this message cannot be saved.

This indicates that HandPHONE SMS encountered non-standard text in your message, or that there was not enough memory to proceed.

You must fill the recipient's phone number before saving this message.

Messages that you store in the Outbox need to contain the recipient's phone number.

You must fill the recipient's phone number before moving this message.

Before moving messages to the Outbox you need to make sure to enter the recipient’s phone number.

You must fill the service center phone number before moving this message.

Before moving messages to the Outbox you need to make sure to enter the service center phone number. To avoid this error use **Options** ⇨ **Message Options** to set the Service Center number permanently.

You must fill the service center phone number before saving this message.

Messages that you store in the Outbox need to contain the service center’s phone number. To avoid this error use **Options** ⇨ **Message Options** to set the Service Center number permanently.

You must fill the service center phone number before saving this message to the Outbox.

You will receive this message if you try to transfer a message from the Draft box to the Outbox without specifying the service center phone number. To avoid this error use **Options** ⇨ **Message Options** to set the Service Center number permanently.

You must fill the recipient's phone number before saving this message to the Outbox.

You will receive this message if you try to transfer a message from the Draft box to the Outbox without specifying the recipient's phone number.

Your account does not allow you to send messages.

Check with your mobile phone carrier.

Your mobile phone is busy. Exit SMS management before using HandPHONE SMS.

This message indicates that your mobile phone is currently performing SMS-related tasks. HandPHONE SMS cannot access the phone in this case, so you need to exit SMS management and leave the phone in “ready” mode.

Your modem (or phone) does not support SMS.

Some early model GSM phones may not support SMS messaging. Check the technical specifications for your phone.

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